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Electronic Arts™ presents

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Documentation is provided on-disc. You can view the documents electronically, or print them out if you have access to a printer. For instructions on how to install and use the electronic documentation, ➤ p. 18 of this booklet.

SYSTEM REQUIREMENTS

MINIMUM CONFIGURATION

- ❒ An IBM or 100% compatible computer with Pentium® CPU required
- ❒ 8 MB RAM (16MB strongly recommended)
- ❒ *Windows® 95* or *98*
- ❒ Digital Audio via Microsoft DirectSound™ compatible sound cards
- ❒ Double-speed (399k transfer speed) CD-ROM drive or faster
- ❒ 1MB local bus, Microsoft DirectDraw™ compatible video card (640 x 400 or 640 x 480 pixels in 256 colors)
- ❒ 30 MB free hard disk space plus space for saved games (additional space required for *Windows 95* or *Windows 98* swap file)
- ❒ Keyboard and Mouse

RECOMMENDED CONFIGURATION

- ❒ 24 MB RAM
- ❒ 8x or faster CD-ROM drive
- ❒ 60 MB free hard disk space plus space for saved games (additional space required for *Windows 95* or *Windows 98* swap file)

DOS CONFIGURATION

- ❒ MS-DOS version 5.0 or higher, or *Windows 3.1* or higher
- ❒ 8 MB RAM (16MB recommended)
- ❒ VGA or MCGA (256-color) graphics adapter & color monitor
- ❒ Digital Audio via ™Sound Blaster, Sound Blaster Pro, Sound Blaster 16, Sound Blaster AWE32 and 100% Sound Blaster compatible cards, Gravis UltraSound MAX, Ensoniq Soundscape, Roland RAP-10, ESS Audiodrive, Microsoft Sound System, Gold Sound Standard or Pro Audio Spectrum 16.
- ❒ Double-speed CD-ROM drive or faster
- ❒ 40MB free Hard Drive space
- ❒ 14.4 (28.8 recommended) modem for modem play
- ❒ IPX networkfor Local Area Network play
- ❒ Keyboard and 100% Microsoft compatible mouse.

REQUIRED FOR MULTIPLAYER GAMES

- ❒ 16MB RAM
- ❒ 1 CD per player

INTERNET

- ❒ 28.8 modem or direct Internet connection
- ❒ A valid account with an Internet service provider (ISP) and a valid Internet e-mail address
- ❒ Winsock 1.1 compliant TCP/IP stack

NETWORK

- ❒ IPX-compliant network
- ❒ 1 CD per network game

MODEM

- ❒ 14400 bps or faster modem
- ❒ High speed serial port (16550 UART) required for external modems

SERIAL PLAY

- ❒ Null modem cable
- ❒ High speed serial port (16550 UART)
- ❒ An IBM or 100% compatible computer with minimum 486 66Mhz CPU

Recoil supports Westwood's DDA™ (Direct Digital Audio). DDA provides 100% digital audio, giving you premium quality music and sound. With DDA, PC audio is no longer restricted to FM or General MIDI limitations.

DISK PREPARATION

Before installing any software, it is critical that your hard drive be in proper working order. We recommend running ScanDisk and Disk Defragmenter. ScanDisk searches your hard drive for any lost allocation units as well as any cross-linked files and directories. Disk Defragmenter ensures that your data is sorted properly. Failure to verify this may result in corrupt data.

1. **First, run ScanDisk.** To start ScanDisk, left-click the **Start** button from the Taskbar. The Start menu opens.
2. From the Start menu, select **Run**. In the Run dialog box, type **scandisk** and click **OK**.

❒ Once the program starts, make sure there is a check mark in the **Automatically Fix Errors** box and select the hard drive to which you are installing the game (e.g., C:). Once everything is set up correctly, click **Start** to scan the drive and correct any errors.

3. **Next, run Disk Defragmenter.** To start Disk Defragmenter, left-click the **Start** button from the Taskbar. The Start menu opens.
4. From the Start menu, select **Run**. In the Run dialog box, type **defrag** and click **OK**. As with ScanDisk, select the drive you are installing the game to and click **OK**.

DIRECTX™ INSTALLATION NOTES

READ THIS SECTION COMPLETELY BEFORE PLAYING *RECOIL* OR INSTALLING THE DIRECTX DRIVERS.

DirectX is an Application Programming Interface that allows *Windows 95* and *Windows 98*-based applications to have high-performance, real-time access to your hardware. It also reduces the complexity of installing and configuring your hardware. This makes the *DirectX* API well suited for *Windows 95* and *98* games. This game uses the *DirectX 6.0* API and the CD includes *DirectX 6.0* files that you can install.

Two *DirectX* components, DirectDraw and DirectSound, may require updating your video card and sound card drivers respectively, for proper operation of these components. Using video card and sound card drivers that do not have *DirectX* support will result in display and audio problems in *DirectX* applications. During the installation of *DirectX*, your video card and sound card drivers will be updated if required. The *DirectX 6.0* files included with these games include drivers for most video cards and sound cards from the major manufacturers of these peripherals. For new hardware, and for lesser-known brands of peripherals, you may have to contact your manufacturer to obtain drivers that have *DirectX* support.

✔ **NOTE:** The setup program states that *DirectX* 3.0 is being installed. The actual version number, however, is *DirectX* 6.0.

After installing DirectX 6, you can check to see if you're video card or sound card drivers have DirectX support:

1. Click the Start button on your *Windows 95* or *98* Taskbar. Then click **Run....**
2. From the Run dialog box, type **d:\directx\dxsetup.exe** then click **OK** (substitute the correct letter of your CD drive if other than 'D:').
3. Look at the tabs labeled ***Display Driver*** and ***Audio Driver***.
   The second column displays the version number of the driver. The third column displays whether or not your driver is Certified by Microsoft® as supporting DirectX.

- ➪ If your Display Driver or Audio Driver says "Certified" in the third column, your video card or sound card has DirectX support and should work properly in DirectX applications.
- ➪ If your Display Driver(s) or Audio Driver is blank in the third column, your video card or sound driver supposedly has DirectX support and is awaiting approval from Microsoft to be certified.
- ➪ If your Display Driver or Audio Driver says "No Hardware Support" in the third column, contact your manufacturer to obtain updated drivers that have DirectX support.

✔ ***Important Note:*** During the installation of DirectX 6, if you are using a video card or sound card driver from your manufacturer that has DirectX support, but is not yet Certified by Microsoft, you will be asked if you want to replace the driver with a Certified driver. For **video cards**, we recommend that you do **not** replace your manufacturers video card driver in this situation. Some manufacturers rely on their own specific driver for functionality of their display utilities programs. Replacing the manufacturer's driver with Microsoft's driver may disable the functionality of these utility programs.

INSTALLING THE GAME: *WINDOWS 95/98*

1. Start the *Windows 95* or *Windows 98* operating system.

2. Insert the *Recoil* CD into your CD drive. The Autorun menu appears.

✔ **NOTE:** If the Autorun menu does not automatically appear, double-click **My Computer**. Then double-click the icon corresponding to your CD drive. The Autorun menu appears.

3. Click **Proceed**. The Setup menu appears.

Proceed	Install the game files.	**Patch**	Install a patch for *Recoil* . (You must first install the game by clicking **Proceed**.)
Register	Register this product online.	**Readme**	View the game's readme file for more information.
Support	Find out how to contact Electronic Arts. (When you're done reading, select **File > Exit** to return to this menu.)	**Exit**	Quit the install program.
Manual	Install/view electronic docs.		

4. Click **Install Recoil** to launch the game's installation program.

Other menu options include **Explore the CD** (view all files on the game CD-ROM), **Internet Services** (connect to multiplayer networks) and **Sneak Peek** (view teaser movies for *Lands of Lore: Guardians of Destiny* and *Blade Runner*).

5. Follow the onscreen instructions.
For detailed instructions, read Steps 6 through 14.

INSTALLATION DETAILS

✔ **NOTE:** Once you've selected *Install Recoil* from the Autorun menu, the Welcome screen should appear. If you don't see this screen, refer to Steps 1-4.

6. Click **Next>** on the Welcome screen to continue.

7. **Choose to install DirectX.** The game requires that you have DirectX installed. IMPORTANT! **If you have a version of DirectX later than 3.0, do NOT install DirectX 6.0 from the CD – your version will work.** If you don't need to install DirectX 6.0, remove the checkmark in the white box by left-clicking on it. Click **Next>** to continue.

8. The Program Folder selection screen appears. (When you play the game, you access it through the Start menu using this folder name.)

➪ The default name is Westwood. To select a new name, click on an existing folder in the list. To create a new folder, type in a new group name. Click **Next>** to continue.

9. **Choose a destination for the game files** from the Install Destination menu.

➪ To continue with the default destination, click **Next>**.

➪ To select a different destination, click **Browse**, then select a new destination directory. When you've selected a new directory, click **OK**, then click **Next>**.

➪ Click Yes to confirm the location of the directory, then click **Next>**. The Setup Wizard copies the required files to your computer's hard drive.

10. Choose to install Westwood's chat program. Click **Yes** to continue or **Cancel** to skip this step.

11. If you choose to install the chat program, the Westwood Online window appears. Click **Next>** to begin installation. The Setup program installs it into a directory named PlanetWW and adds this option to the game's program folder in the Start menu.

➪ You can select a different destination program folder and file directory as in Steps 8-9.

12. **Choose to install *Adobe Acrobat*™** (necessary to view the game's electronic documentation). Then, click **Yes** to continue or **Cancel** to skip this step. (For instructions on viewing the electronic manual, ➤ *Using the Electronic Documentation, p. 18.)*

➪ When the Welcome screen appears, click Yes to accept the Adobe license agreement.

➪ Select a destination folder for *Adobe Acrobat*.

➪ Click **Finish>** when installation is complete. De-select the ReadMe checkbox or leave it checked to view the *Adobe Acrobat* ReadMe file.

13. When you see "Setup is complete," click **Finish**.

14. Click **Restart** to close the install program and reboot your computer, or **Restart later**. You must restart your computer before you can play *Recoil*.

STARTING THE GAME

- To start the game, use the *Windows* taskbar to select **Start > Programs > Westwood > Recoil**.
- Or, you can simply insert the game CD. If the Autorun menu does not automatically appear, click the **Start** button on your *Windows 95* or *Windows 98* Taskbar, then select **Run...** Type **d:\autorun.exe** then click **OK** (substitute the correct letter of your CD drive if other than 'D:').The Autorun menu appears.
- To learn how to view the electronic documentation, ➤ p. 18.

UNINSTALLING/RE-INSTALLING THE GAME

If you are having problems or the game did not install correctly the first time, we recommend re-installing the game.

1. Start the *Windows 95* or *Windows 98* operating system.
2. Insert the game CD into your CD drive. If the Autorun menu appears, click **Cancel**.
3. Click the **Start** button on your *Windows* Taskbar, then select **Westwood > Recoil > Uninstall Recoil.** Click **Yes** to uninstall the game, then **OK** to finish.
4. You can also uninstall the game by clicking the **Start** button on your *Windows* Taskbar, then selecting **Settings > Control Panel**.

- Double-click the **Add/Remove Programs** icon, then scroll the list to *Recoil* and click it to highlight it.
- Click **Add/Remove...** The Remove Program Wizard begins. Cick **Next>** to continue. The Remove Program Wizard deletes all *Recoil* files from your computer.
- Click **Exit**. You must restart *Windows* to complete the uninstallation procedure.

To re-install the game, ➤ *Installation Details* on p. 6.

INSTALLING THE GAME: DOS

INSTALLATION DETAILS

1. Insert the *Recoil* CD into the CD-ROM drive.
2. At the C:\> prompt, type **D:** and press **ENTER** (where D: is the letter that corresponds to your CD-ROM drive). Once you see the new prompt ("**D:/**" in this case), type **setup** and press Enter.
3. Please follow the onscreen instructions that appear.

   By default, *Recoil* installs into a directory named C:\WESTWOOD\RECOIL.

✔ **Note:** If you are installing the DOS version of *Recoil* on a computer running *Windows 95*, please follow the *Windows 95* installation instructions. This will install entries for the DOS game under the "Recoil" submenu under the Westwood program group.

STARTING THE GAME

1. Insert the *Recoil* CD into the CD-ROM drive.
2. At the C:\> prompt, type **cd \westwood\redalert** and press Enter.
   Then, type **ra** and press Enter.
3. If you've already installed Recoil to another directory, type **cd <name of your directory>** and press Enter.
4. Type **ra** to start the game.

✔ **Note:** If you are installing the DOS version of Recoil on a computer that uses *Windows 95*, you should ignore the Windows 95 "Autoplay" dialog that appears when you insert the Recoil CD. Instead, run the game by clicking **Start > Programs > Westwood > Recoil > Recoil DOS version**.

PROBLEMS WITH YOUR SOFTWARE?

If you are having a problem installing or using your software, we want to help.

- ❒ First, please read thoroughly *Installing the Game* (➤ p. 6 for Windows 95/98, and p. 9 for DOS) and *System Requirements* (➤ p. 2).

If, after following the directions, you are still having trouble installing or operating the software, below are some hints that might help solve the problem.

CD PROBLEMS

Recoil requires a quad-speed or faster CD-ROM drive.

Receive "File not found" error message when installing or running the game

- ❒ Make sure you installed the game properly. ➤ *Installing the Game* (p. 6 for *Windows 95/98*, and p. 9 for DOS).
- ❒ Make sure that the CD is in the CD drive. It must be in the drive to install or run the game.
- ❒ Make sure that the CD is not scratched or damaged.

CD-ROM Performance Problems

- ❒ Be sure that you are using a 32-bit native *Windows 95* or *Windows 98* driver to control your CD-ROM drive. These drivers can be configured from the **Device Manager** in the **Control Panel > System Properties**.
- ❒ Do not use a DOS-based 16-bit driver (loaded in CONFIG.SYS) to control your CD-ROM. Performance may be significantly reduced.

Choppy or Stuttering Video or Audio

These problems may be improved by adjusting the CD-ROM read-ahead cache.

To adjust the read-ahead cache:

1. At the *Windows 95* or *Windows 98* desktop, right-click the **My Computer** icon, then choose **Properties** from the pop-up menu.
2. Click the **Performance** tab, then click **File System...**
3. Click the **CD-ROM** tab, then click in the **Optimize access pattern for:** box, and choose QUAD-SPEED OR HIGHER.
4. Move the **Supplemental cache size:** slider to SMALL, then click **Apply**.

✔ **Note:** Moving the slider to LARGE does not improve video performance, and may actually hinder performance by reserving RAM that would otherwise be available for the game.

VIDEO PROBLEMS

Recoil requires a PCI SVGA video card capable of 640 x 480 resolution with 256 colors (1 MB or more video memory). It is normal for the videos to have a single black line between each line of video on the screen.

✔ **NOTE:** If your *Windows 95* or *Windows 98* display driver does not support DirectDraw, you may experience difficulties installing or running.

GENERAL VIDEO CARD INFORMATION

❒ During DirectX installation, the DirectX setup program attempts to install a display driver that has DirectDraw support for your video card. If your video card driver does not have DirectDraw support, the DirectX setup program replaces your existing video card driver. In some cases, this may disable any Manufacturer specific utilities for your video card. If you want to keep these utilities functional, you may have to obtain the latest drivers with DirectDraw support directly from the manufacturer of your video card.

❒ If your video card driver already has DirectDraw support, but is not yet Certified by Microsoft, you are asked if you want to replace your current driver. In most cases, you do not want to replace your existing driver as this may disable any Manufacturer specific utilities for your video card. If you do have video related problems using the uncertified DirectDraw drivers from your manufacturer, you may solve these problems by reinstalling DirectX and replacing your current video driver with a DirectX 6.0 video driver.

Please refer to *DirectX Installation Notes* (➤ p. 4) for more information.

MEMORY PROBLEMS

Recoil requires 8 MB RAM and Virtual Memory **Enabled**. We advise that you let *Windows 95* or *Windows 98* manage the amount of virtual memory automatically (the default setting), and that you have **at least** 45 MB free hard disk space after installation.

SOUND PROBLEMS

Recoil requires a sound card that has DirectSound support. If your sound card driver does not have DirectSound support you may experience choppy or stuttering sound, or sound that cuts in and out. If your sound card driver does not have DirectSound support, we recommend obtaining updated drivers from your sound card manufacturer.

INSTALLED SOUND CARD, BUT THERE IS NO SOUND

- ❒ Make sure your speakers or headphones are plugged into the appropriate jack and the volume control is turned up.

GENERAL SOUND CARD INFORMATION

- ❒ During DirectX installation, the DirectX setup program attempts to install a sound driver which has DirectSound support for your sound card. If your sound card driver does not have DirectSound support, the DirectX setup program attempts to replace your existing sound card driver.
- ❒ Please consult your sound card manufacturer for updated drivers if DirectSound drivers are not available for your sound card in DirectX 3.0 or higher.

Please refer to *DirectX Installation Notes* (➤ p. 4) for more information.

MODEM PROBLEMS

Recoil requires a 14400 bps or faster modem for modem play. A high-speed (16550 UART) serial port is required for external modems.

GENERAL MODEM INFORMATION

Recoil uses the *Windows 95* or *Windows 98* settings to initialize your modem. You must install your modem in *Windows 95* or *Windows 98* for it to work properly in the game.

To install your modem in Windows 95 or Windows 98:

1. Click the **Start** button from the Taskbar. The Start menu opens.
2. From the Start menu, highlight **Settings** and select **Control Panel** from the menu.
3. From the Control Panel, click **Modems.**
4. If you have not installed a modem before, let *Windows 95* or *Windows 98* detect your modem by clicking the **Next>** button.

If your modem came with a *Windows 95* or *Windows 98* driver disk or .INF file, follow the manufacturer's directions for installing your modem.

MODEM DOES NOT INITIALIZE

- ❒ Make sure your modem is installed correctly in *Windows* and is turned on.
- ❒ Make sure that your modem works properly in *Windows 95* or *Windows 98*. If your modem is installed correctly and works with other modem applications in *Windows 95* or *Windows 98*, but you are having problems initializing your modem in, try changing your modem type in *Windows 95* or *Windows 98* to "Standard Modem."
- ❒ Some computers may have telephone answering or FAX applications pre-installed. These applications can tie up the modem, and do not allow other applications to access it. Exit all applications that may use your modem before playing a modem game.
- ❒ Try deactivating **Use error control** and **Use flow control** from the modem Properties screen.

To do this:

1. At the *Recoil* Modem Connection pop-up, click **Configure...**
2. At the modem Properties screen, click the **Connection** tab, then click **Advanced...**
3. If **Use error control** and **Use flow control** are marked, click the boxes to remove the check marks.
4. Click **OK** to accept the changes and return to the Modem Connection pop-up screen.

✔ **Note:** You may be unable to run your modem on COM4 if you have a video card based on the S3 chip set. If you experience difficulty making a modem connection on COM4, try changing your modem or serial port to an alternate COM port.

GENERAL TROUBLESHOOTING GUIDELINES FOR SERIAL PLAY:

If you have an external modem make sure it's powered on and the cables (serial and phone) are connected to your PC. Your modem must be set at the same baud rate as the person to whom you are connecting.

INITIALIZATION STRINGS: The performance of the game over a modem varies according to the type of modem. We have found that given a noise-free phone call the game plays best with modem error-correction and data-compression disabled. In rare instances you may get better results with these modem features enabled. Please read your modem manual for information about initialization strings. *Recoil* supports multi-line modem init. strings by using a "|" (vertical bar or "pipe") to separate lines. Under *Windows 95/98*, we automatically turn off error correction and data compression.

CALL WAITING: If you have Call Waiting on your phone line and a call comes in, you can lose your modem game connection. Most phone companies allow you to disable this feature for the duration of one call (i.e. your game!) by dialing a special prefix before the phone number. This varies from place to place but *Recoil* has a selection of standard prefixes to

choose from. Check with your phone company to get the right one. If it's not one of *Recoil*'s standard choices you can enter it in the "Settings" dialog. If you still have problems check your modem documentation for the correct settings.

SERIAL LINK SEEMS TO HANG: If *Recoil* seems to hang at the waiting for call or dialing dialogs this could be due to errors caused by using too high a baud rate, phone connection too noisy leading to uncorrected modem errors, or a faulty or incorrectly wired Modem, Null Modem or Phone cable. If the game hangs for more than 30 seconds this is a good sign that something is awry.

NOISY LINE: *Recoil* is tolerant of noisy connections. It will always attempt to correct errors and will even try to reconnect if the line is dropped. Still, be aware that these conditions are far from ideal, and it is likely you'll notice a severe drop in game speed. If you experience consistent noisy phone line conditions you should first check all your equipment and cabling. If the problem persists, contact your local phone company.

NETWORK PROBLEMS

Recoil requires an IPX protocol network and network interface card for network play.

- ❒ If you experience difficulties with network play, you may want to consult your network manual or network administrator for specific information on loading drivers.

Connection Problems

- ❒ Make sure the computers you are trying to connect are on the same network, and are using the same protocol.

Network Performance Issues

There are various adjustments you can make to be sure you get the best performance out of your network game. These apply to the host computer as well as the clients, but try them on the host alone first as this may solve all the problems.

- ❒ Make sure the host computer (the one that creates the network game) is the fastest of the computers, as it controls the game speed.
- ❒ High-traffic networks slow the game down considerably. Avoid playing the game at peak traffic hours, while there are large file transfers or print jobs being done.

General Network Information

- ❒ Do not run any *Windows* applications that communicate over the network in the background (e.g., mail programs, personal schedulers, system or network monitors).
- ❒ Make sure you have disabled Network Messages.

GENERAL TROUBLESHOOTING GUIDELINES FOR NETWORK PLAY:

You must have a network connection and an IPX-compatible network protocol bound to your network adapter card. The network game option is hidden if no IPX driver is found. Check with your network administrator to find out if your net supports IPX and to have the drivers configured for your machine.

IPX SOCKET CONFLICT: It is possible an errant network application is using a socket number that conflicts with *Recoil*:

You can try using the *Recoil* Setup utility to change *Recoil*'s SOCKET number. (Select **Start > Programs > Westwood > Recoil > Recoil Setup**.) Specify a number between 0 - 16383 to change the socket (making sure that all game participants use the same number).

CONGESTED LAN: If you are attached to a LAN with lots of other users who are generating net traffic it is possible that dropped packets and slow response times can throw the game out of sync. If this happens an error dialog will tell you that *Recoil* is out of sync.

SLOW OR FAULTY LAN CARD: It's possible that your ethernet card is causing errors in packet transmission, either through faulty installation, faulty wiring or mis-configured software drivers. This may not be apparent in normal usage because of error correction techniques used in non-realtime applications. *Recoil* is a time critical application, so you may experience a drop in game performance and/or out of sync errors.

ROUTER PROBLEMS: If two or more players are on opposite sides of a network router, delays or lost packets can occur. We don't recommend playing this way as the performance of *Recoil*, servers, routers and other net components can be affected.

THE GAME YOU'RE TRYING TO JOIN DOESN'T SHOW UP IN THE "JOIN" DIALOG: There may be a network bridge between you and another system. If so, you can tell *Recoil* to run across the bridge by setting the destination network address (DESTNET) value using the *Recoil Windows* '95 Edition Setup utility. (Select **Start > Programs > Westwood > Recoil > Recoil Setup**.)

DESTNET has the form XX.XX.XX.XX (e.g. 00.00.00.44). On a Novell network, use the Novell USERLIST /A command (from an MS-DOS prompt) to obtain a list of all users' network numbers and node addresses. If USERLIST reports spaces in the network number, replace them with 0's when you type the number in. All four numbers (8 digits) must be included for DESTNET to work. All players in the game must specify a DESTNET containing the network number of the machines on the opposite side of the bridge. If not all players specify the correct setting, one or more players may be left out, and the game will not run.

OTHER COMMON QUESTIONS

✔ **Important:** For last-minute changes and notes, please examine the readme file: select **Start > Programs > Westwood > Recoil > Recoil Readme** to view the readme file. Alternatively, the readme file exists as a plain text file (readme.txt) and a Windows .wri file (readme.wri) in the root of the CD.

Q. Why doesn't *Recoil* install onto my hard disk?

A. Make sure you have enough free hard disk space. *Recoil* requires 40MB (41,943,040 bytes) to install. If you're using a disk compression system (such as DriveSpace) you must double the amount of space needed during installation (i.e. 83,886,080 bytes) because not every file will compress at 2:1. In general, we recommend against using disk compression systems with *Recoil*.

Q. Why doesn't *Recoil* load?

A. Make sure you have enough free memory (see the following paragraphs). If you're low on RAM (for example, on an 8MB system), *Windows 95/ 98* will try to create a temporary swap file on your hard drive. If *Windows* can't create the swap file, *Recoil* will either run slowly or not at all. You should have at least 15MB (15,728,640 bytes) of free space on your hard drive prior to running *Recoil* for *Windows 95/98*.

Q. Does the game require a specific memory configuration such as EMS or XMS?

A. No special settings are needed.

Q. Why do I get a black screen when I click on the Recoil game icon?

A. Certain video cards do not support the 640 x 400 video mode that *Recoil* for *Windows 95* or *Windows 98* defaults to (although they claim to). To find out whether this applies to you, you can use the *Recoil* for *Windows 95* or *Windows 98* Setup utility select **Start > Programs > Westwood > Recoil > Recoil Setup** to change the default resolution from 640 x 400 to 640 x 480, which seems to work well on all video cards. Graphics may appear a little squashed in this mode. If all else fails, contact your video card manufacturer to check whether there are new drivers available for your video card.

Q. Why doesn't the sound work?

A. Make sure your speakers are powered on and connected to your PC. Make sure that your speaker volume controls are adjusted correctly. If your sound card is not supported in its native mode by Microsoft Direct Sound the sound quality may suffer. If all else fails, try contacting your sound card manufacturer to see if there are new drivers available for your sound card.

Q. The game runs slowly on my system. What can I do?

A. Use the *Recoil* Setup utility. (Select **Start > Programs > Westwood > Recoil > Recoil Setup**.) and check the box marked "Allow hardware filled blits." This may improve performance on some systems. However, care must be used when setting this option as it may cause video problems during the game on certain systems. In this situation you must run the game without this option checked.

In certain cases you may be able to improve performance by running the *Recoil* setup utility. (Select **Start > Programs > Westwood > Recoil > Recoil Setup** and un-check the "Back buffer in video memory" box. Normally this box should be checked. Severe performance degradation can occur with an incorrect setting. Check game performance with and without this option checked to see what is right for your system. If you are unsure, leave it on.

Q. Why do the movies stutter?

A. *Recoil* requires at least a double-speed, 300KB per second CD-ROM drive. You may get smoother movie playback by turning off CD-ROM caching. To do this, select **Start > Settings > Control Panel** on the taskbar menu. Double-click the "System" icon, click on the "Performance" tab, click the "File System" button, click the "CD-ROM" tab and set Optimize Access Pattern for No Read Ahead. Make a note of the original settings as other applications may be affected by modifying the settings.

Q. Recoil still doesn't run; what can I do?

A. First, see the README.TXT or README.WRI file. You'll find a shortcut to it in the *Recoil* program group, or look in the root of the CD or in the installed game directory. If this doesn't help, call one of our technical support numbers
(➤ *Technical Support, p. 20*).

USING THE ELECTRONIC DOCUMENTATION

The electronic documentation uses *Adobe Acrobat® 4.0*. Installation files are included on the game CD.

1. Insert the game CD into the CD drive. Wait for the Autorun menu to appear. (If it doesn't, select **My Computer**. Double-click on the CD icon, then double-click on the **Autorun** icon.)
2. Make sure the game is installed. (➤ Step 12 of *Installation Details*, p. 6.)
3. Select **Start > Westwood > Recoil > Recoil Manual.**
4. The main manual screen appears. To learn how to use the electronic manual, select the button labeled **HOW TO USE**. Select one of the other button options to view the manual or reference card.

   If you receive an error, you haven't installed *Adobe Acrobat*, or it installed incorrectly. Try uninstalling and re-installing it.

UNINSTALLING

If you ever want to remove the *Adobe Acrobat* viewer from your system in *Windows 95* or *Windows 98*, use the **Add/Remove Programs** option under **Start > Settings > Control Panels**. Select **Acrobat Reader** and left-click **Add/Remove Programs**.

ACROBAT HELP

To view help, select **HELP** from the Acrobat menu bar and select **ONLINE READER GUIDE**.

Once you install *Adobe Acrobat*, the *Acrobat* software license agreement appears on your hard drive in the default *Acrobat* installation directory.

Electronic document conversion by IMGS, Inc.

RECOIL CONVERSION CREDITS

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* Content for the electronic documentation was taken from the original game manual, produced by Westwood Studios, Inc.

HINTS

Look for the *Recoil* Strategy Guide, available at your local bookstores and software retailers.

Westwood Studios charges 95¢ a minute to help all would-be conquerors. Call 1-900-288-4744 on your touch tone phone, and if you're under 18, check with your parents to make sure you won't get grounded when this call shows up on the phone bill. If you're in Canada, dial 1-900-451-4422; the cost is $1.70 per minute.

Also, hints and tips can be found on **www.westwood.com**.

TECHNICAL SUPPORT

The *Recoil* CD includes a *Windows* Help file that provides solutions and answers to the most common difficulties and questions about how to properly run this product.

To access the Help file,

1. Click **Support** on the Autorun launcher to open the Customer Support menu.
2. Click **Support Utility** in the Help section to open the EA help file.

   The Help file contains an utility that allows you to contact EA via Fax or e-mail. The utility automatically detects your system's hardware and organizes this information into a report.

✔ **Note:** To run the support utility from within the Help file, click the **Contact Tech Support** button located on page 2 of the Help file's Welcome screen.

TROUBLESHOOTING DOCUMENTS ONLINE!

Electronic Arts Product Support offers troubleshooting guides that help overcome some common difficulties. If you have access to the World Wide Web, go to

http://www.ea.com/techsupp/troubles.htm

Here you will find troubleshooting information on DirectX, Joysticks, Modems, and Networks, as well as information on regular system maintenance and performance. (For game-specific information and additional troubleshooting, visit our main page at

http://www.ea.com/techsupp.)

For your convenience, abbreviated versions of these guides are included in the Help file on the game CD. If you have questions about the program, our Technical Support Department can help. Our web site contains up-to-date information on the most common difficulties with our products, and this information is the same as that used by our product support technicians. We keep the product support pages updated on a daily basis, so please check here first for no-wait solutions:

http://www.ea.com/techsupp

If you are unable to find the information you need on our web site, please feel free to contact Technical Support via e-mail, phone, fax, or letter. All messages are responded to in kind—if you send in a request by fax, response will also come by fax. Please be sure to include the support utility's report in your e-mail message, fax, or letter.

If you need to talk to someone immediately, call us at (650) 628-4325 Monday through Friday 8:30-11:45 AM and 1:00-4:30 PM, Pacific Time. Please have the utility's report printed and ready when you call. This will help us answer your question in the shortest possible time.

EA Tech Support Fax: (650) 628-5999

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If you live outside of the United States, you can contact one of our other offices.

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In the United Kingdom, contact:

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In Australia: For Technical Support and Game Hints and Tips, phone the EA HOTLINE: 1 902 261 600 (95 cents per min.) CTS 7 days a week 10 AM-8 PM. If you are under 18 years of age, parental consent is required.

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